



NEIFELD DOCKET NO: PIP-81-TRAU-US
PRIOR ATTORNEY DOCKET NO: 47128-00011USPT

#10/a
5-11-04
mel

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

IN RE APPLICATION OF: Trauth et al.

CONFIRMATION NO. 5918

US APPLICATION NO: 09/998,941

DATE OF ENTRY INTO THE NATIONAL STAGE: 11/15/01

GROUP ART UNIT: 3623

EXAMINER: Irshadullah

TITLE: Customer Complaint Alert System and Method

RECEIVED
MAY - 5 2004
GROUP 3600

ASSISTANT COMMISSIONER FOR PATENTS

ALEXANDRIA, VA 22313

37 CFR 1.113 PRELIMINARY AMENDMENT

Sir:

In response to the Office Action mailed February 2, 2004, and in connection with the RCE filed herewith, please amend this application as follows.

Amendments to the Claims are reflected in the listing of claims which begin on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

05/03/2004 CCHAU1 00000037 09998941

03 FC:1201
04 FC:1202

86.00 OP
86.00-OP